



Volunteer Handbook

Program Year 2023-2024

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Our Mission

The Delaware County Literacy Council helps adults develop reading, writing, math, and English Language skills to thrive in the workplace and the community.

Our History

The Delaware County Literacy Council was formed in 1975 by a coalition of volunteers concerned by the number of people in the community who were unable to read and write. These volunteers tutored adults based on Laubach's model of "Each one, teach one," with student-tutor teams forming the core of instruction.

Useful Terms and Acronyms

ABE – Adult Basic Education

ASE – Adult Secondary Education (used interchangeably with HSE)

CASAS – Comprehensive Adult Student Assessment Systems

Learners take this test periodically throughout their enrollment to track progress.

HHA – Home Health Aide

Learners can elect to join our HHA job training program.

DCLC – Delaware County Literacy Council

ESL – English as a Second Language

Other acronyms to refer to learners who speak English as an additional language include **ESOL**, **EAL** and **EL**.

GED – General Education Development/General Education Diploma

HiSET – High School Equivalency Test

HSE – High School Equivalency (used interchangeably with ASE)

IELCE – Integrated English Literacy and Civics Education

LEA - Language Experience Approach

PDE – Pennsylvania Department of Education

Title II – An Adult Education agency that is funded from WIOA

WIOA – The Workforce Innovation and Opportunity Act (2014)

DCLC Learner Program Overview and Services

The Delaware County Literacy Council (DCLC) is a private, non-profit educational agency that provides adult education classes and one-on-one instruction through a county-wide network of trained volunteer tutors and small group settings. Our volunteer tutor program is based on the model of ProLiteracy, our national affiliate, and is unique in that it is the oldest and only organization in Delaware County whose sole mission is adult literacy.

Learners who enroll at DCLC often have the following goals:

- Earn a High School Equivalency (HSE) Diploma by passing a high school equivalency exam, such as the GED® or HiSET® test
- Enter into post-secondary education (college) or job training
- Develop employment credentials
- Improve English language skills
- Obtain citizenship

Our learners are grouped into one of two tracks:

1. **Adult Basic/Secondary Education** (often referred to as ABE, ASE, or HSE) learners
2. **English as a Second/Additional Language** (often referred to as ESL) learners

Upon enrolling at DCLC, all learners take placement tests. DCLC aims to retest learners after at least 40 instructional hours. These tests are important for various reasons. As an organization, it helps us with monitoring student progress, matching them to appropriate class levels, and documenting employment readiness. It also provides evidence of our services to the PA Department of Education. For tutors and learners, test scores can help motivate students and results can be used to map out future learning goals.

DCLC's Classes:

★ Adult Basic/Secondary Education Classes

Learners with English verbal skills take reading and math tests called CASAS Goals to be placed into one of four levels, ranging from one-on-one tutoring support to high school equivalency (HSE) classes. Some learners may simultaneously enroll in classes and tutoring support.

Level 1		Level 2	Level 3	Level 4
Tutoring		Beginning ABE	ABE	HSE
	Depending on availability, tutoring support may be provided to any level student.			

★ English as a Second Language Classes

Learners with limited English verbal skills take CASAS language tests to be placed into an ESL class level. For ESL learners, they can choose between life-skills focused community ESL classes or civics-oriented classes with job training support.

- Community ESL Classes

Community ESL learners can be placed into these levels: pre-beginner, beginner, intermediate, or advanced. Tutoring support is prioritized for learners testing into beginner or below beginner levels.

Tutors

Description

Volunteer tutors are the backbone of DCLC. Tutors are assigned to students that need support. Tutors may be the sole instructor for the student or may provide additional support for a student who has been placed in a class. Tutor-learner matches are made based on availability, instructional need, and interests and strengths. After the matching process, tutors contact their learners to decide when and where to meet for tutoring.

Requirements

- Complete a PA Criminal Background Check.
- Complete DCLC's tutor training.
- Commit to 6 months of tutoring, meeting twice a week for a total of 3 hours weekly.

Expectations

Since our founding in 1975 by a coalition of volunteers like you, we have constructed a set of expectations for all volunteers to help ensure that your tutoring sessions will be a positive experience for you and the adult learner.

- ✓ Submit semi-monthly records of the student's progress, attendance hours, and lesson plans to the Adult Education Coordinator.
- ✓ Tutor at a public location or virtually and arrive on time and prepared.
- ✓ Travel to the tutoring location separately from the learner
- ✓ Maintain the agreed upon schedule with minimal disruptions.
- ✓ Communicate any absences from you or the learner to the tutor coordinator and the learner (if you are absent).
- ✓ Honor the confidentiality of all information regarding learners.
- ✓ Periodically attend workshops and/or accessing resources to update tutoring knowledge, strategies, and skills.
- ✓ Maintain communication with the Adult Education Coordinator and keep him/her informed of learner progress, of any obstacles to successful tutoring, and of any changes in the contact info of either the tutor or learner.
- ✓ Report any issues, concerns, or questions to the tutor coordinator.

For any questions or concerns regarding logistics, your learner, lesson objectives, etc., please contact your tutor coordinator, Karen Hamilton at khamilton@delcoliteracy.org.

Classroom Aides

Description

Classroom aides help provide rigorous and differentiated instruction in the adult education classroom. Aides instruct under the guidance of an experienced teacher, providing additional support for different level learners. Lesson plans and materials will be provided by the classroom instructor.

Requirements

- Volunteer in class at least once a week for the entire class, but may participate more often at the discretion of the teacher.
- Complete a brief orientation and classroom observation with the lead teacher.
- Hold a high school diploma or its equivalent.
- Be at least 18 years old.

Expectations

Assist the teacher in improving students' reading, writing, listening, speaking, and math skills.

Each teacher uses their volunteers differently. In some classes, you may also be asked to help pass out materials, read aloud to the class, present a problem or activity to the class while the teacher is assisting someone, or even co-teach a lesson. You and the teacher will work directly with each other to decide what strategies are best.

For any questions or concerns, please contact the Tutor Coordinator Marisa Russo at mrusso@delcoliteracy.org

Tutor & Student Support Staff

Tutor Support Staff	Email	Contact About...
Alison Priebe Director of Instruction & Curriculum	apriebe@delcoliteracy.org	*classroom aide instruction *instructional support *professional development
Karen Hamilton Adult Education Coordinator	khamilton@delcoliteracy.org	*submitting meeting hours *submitting lessons *general concerns/issues *instructional support
Marisa Russo ESL Tutor Trainer & Tutor Recruiter	mrusso@delcoliteracy.org	*ESL instructional support *professional development *interested volunteers

Student Support Staff	Email	Contact About...
Elaine Herbert Employment Coach	eherbert@delcoliteracy.org	*employment coaching
Nakeisha Hogan Employment Coach	nhogan@delcoliteracy.org	*employment coaching
Wazhma Pal Case Manager	wpal@delcoliteracy.org	*non-instructional student support
Hatem Saied Digital Literacy Specialist	digitalsupport@delcoliteracy.org	*digital literacy support

Learner Support Resources

Here are some resources that may be helpful to your learners. There are many, many more resources than those included here. DCLC instructors and staff can help identify other resources.

Pennsylvania CareerLink

www.pacareerlink.pa.gov

This should be the first stop for jobseekers in Pennsylvania.

Career One Stop

www.careeronestop.org/

Useful resource for finding job postings and training/academic programs.

Delaware County Libraries

www.delcolibraries.org/

Visit the Delaware County Libraries website for information on local branches, classes, events, and so forth.

Upper Darby Welcome Center

7000 Walnut Street

Upper Darby, PA 19082

610-734-7784

open Monday to Friday

Low Income Housing Energy Assistance

(LIHEAP)

1-866-857-7095

<https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

Welcoming Center for New Pennsylvanians

(for International Degree Evaluation)

211 N 13th St, 4th Floor

Philadelphia, PA 19107

www.welcomingcenter.org

US Citizenship and Immigration Services

30 North 41st Street

Philadelphia, PA 19104

www.uscis.gov/

County of Delaware Services for the Aging

206 Eddystone Ave

Eddystone, PA 19022

www.delcosa.org/

Non-Discrimination Policy

DCLC shall not, on the grounds of race, color, religious creed, ancestry, union membership, gender, mental or physical disability, age, national origin, marital status, or sexual or affectional preference, exclude any person from participation in its programs, deny any person the benefits of its programs or discriminate against any employee or applicant for employment. This policy shall apply to any person served, volunteers, membership on the Board of Directors and staff employment. Compliance with the Pennsylvania Human Relations Act (43 P.S. Sections 951-963) shall constitute compliance with this paragraph.

Sexual Harassment Policy

DCLC does not tolerate sexual harassment in any form from instructors, staff or learners. If you believe that you have been subject to discrimination or sexual harassment, you should immediately report the incident to the Executive Director, Colleen Duran (cduran@delcoliteracy.org) or to the Human Resources Manager, Deb Charley (dcharley@delcoliteracy.org).

Fire Drills and Emergency Evacuations

During a practice fire drill, follow the directions of staff members and leave the building. Take your bag with you.

If you are told everyone must leave the building, follow the directions for the exit to leave the building. Take your bag with you.

2023-2024 Holidays

Holiday	Date Observed (DCLC Offices Closed)
Independence Day	Tues, Jul 4, 2023
Labor Day	Mon, Sep 4, 2023
Thanksgiving Holiday	Nov, 22-24, 2023
Winter Holidays	Dec 25, 2023 - Jan 1, 2024
Martin Luther King, Jr. Day	Mon, Jan 15, 2024
President's Day	Mon, Feb 19, 2024
Good Friday	Fri, March 29, 2024
Memorial Day	Mon, May 27, 2024
Juneteenth	Wed, June 19, 2024

Weather-Related Emergency School Closings

When there is bad weather, DCLC is closed if BOTH Chester Upland School District (<http://chesteruplandsd.org>) and Upper Darby School District (<https://upperdarbysd.org>) are closed. Please monitor the front page of their websites for information on school closings. As a tutor, please use your own discretion about canceling class. Always prioritize the safety of you and the learner.

Digital Literacy Resources

DCLC Remote Teaching/Learning Resources: bit.ly/3GI9kYQ

- This web page includes free instructional resources that can be used in tutor lessons or for students' independent work. Our website includes tips for distance learning and content for ABE, ESL, and GED!

DCLC Tutor Resources: bit.ly/voltutorres

- This page includes links to forms (such as for submitting hours) and resources (such as lesson templates) used by DCLC Volunteer Tutors.

Zoom Video Tutorials: bit.ly/3pDRbiS

- These tutorials contain helpful tips for both new and experienced Zoom users.

Cambridge LMS (for Ventures ESL E-Book): bit.ly/3b7nbn0

- The Cambridge LMS website provides access to the digital version of the Ventures ESL book along with many other digital textbooks.

GCF Global: edu.gcfglobal.org/en

- Learn about essential digital skills from Microsoft Office to reading, grammar, math, and more.